

January 3, 2013

HVAC Service Call Protocol

This policy covers a hot or cold ticket in the RAY building. The procedures outlined will be used in all circumstances concerning a hot or a cold ticket no matter who calls the ticket in.

1. Look at the BAS. Record the time and the temperature for the area in question on the ticket. Verify operation of the VAV and set points (Min and Max Airflow, space temp, set points).
2. Go to the space in question. Take the manual temp recorder and verify the temperature readings with the handheld device. Record the actual temperature and CO2 readings on the ticket.
3. Verify the VAV is responding to a temperature change by adjusting the temperature up or down to make sure the VAV is responding to the conditions being sent by the controller.
4. Verify the air quality is correct for the VAV for the conditions. (chillers are operating, PAHU or AHU is at the design Supply air temperature.
5. Observe the area. Where is the supply and return diffusers located? Is air flowing properly? Are there obstructions stopping air flow or heat? Is the air blowing directly on the customer?

Notify your supervisor if any problems are found or changes need to be made. No temperature set point changes will be made unless authorized by a GSA designated person.

Occupant Space Temperatures

Space temperatures are 68 – 72 degrees in the winter and 74 – 78 degrees in the summer.